



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

March 22, 2014

Date Complaint Received:	2/14/14
Complaint Received By:	DHS staff
Provider Name and Location:	Rachel Abel 304 E 20 St South Newton IA 50208

Complaint: 2 year old child always crying and screaming in this home and appeared famished, 8 and 9 year olds play outside unsupervised, and ride bikes outside unsupervised. If not enough seats for children in the van they sit on the floor.

Rule Basis: 110.5(1) Conditions in the home are safe, sanitary, and free of hazards, 110.5(7) Provider gives regular meals, midmorning snacks, mid afternoon snacks that are well balanced, nourishing, and appropriate amounts as defined by the USDA Child and Adult Food Program. 110.5(9)a Provider gives careful supervision at all times

Findings: 1/18/14 Unannounced home visit attempted. provider not home was able to reach provider on her cell phone and she was at an appointment. I told her I would try to call her later. 2-24-14 phone call with provider. Provider said she has not done care since 1/24/14 due to recovery from a medical situation. Arrangements were made to call provider again in 2 weeks as she is not providing care at this time. 3-10-14 called provider and arranged appointment on 3-12-14. Provider is still not providing care at this time. 3/12/14 Scheduled appointment. Provider said one child was a momma's boy and the mommother was babing the child. The child would cry at drop off and a little bit throughout the day but it was not constant. This child in question was age 2. He would not eat not the main meal item Only if they ordered a pizza would the child eat at meal time. He would eat snack. She told the mother that he did not eat, he was a very picky eater. All he wanted to eat was junk food and she does not serve that. Her rules are the children get 30 minutes to eat and when they are done they can get up or after 30 minutes they are excused and then can leave the table and their food is thrown away. This child would drink and eat crackers is all. Provider denied the children were hungry. She is on the food program and had the documentation for her January meals which she showed me. Provider does not transport children anymore. She did when she first started 4 years ago. She has not transported children for 2 years.

Her policy is children over age 7 and older are allowed to play outside in the back yard without her being out there. They are not allowed to leave the back yard. When they were outside she would check on them every 10 minutes to 30 minutes. In the summer her windows are open so

she can hear them. In the winter they play in the front yard. In the front yard she can also see or hear the children. She lives on a street that is only about 6 blocks long. It is not a main thoroughfare. Provider said it can get busy in the summer time but then they are out in the back yard.

Resolution: After observation of the home and interview with the provider there is nothing to substantiate the complaint.

If you have any questions regarding this matter feel free to contact me at 319 892-6826 or email address lwesbro@dhs.state.ia.us.

Sincerely,

Lisa Wesbrook
Social Worker